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GOVERNMENT OF KARNATAKA

BANGALORE DEVELOPMENT AUTHORITY (BDA)

REQUEST FOR PROPOSAL

Two-Cover e-Tender • Quality-cum-Cost Based Selection (QCBS)

for the Design, Development, and Implementation of the

Layout Master & Site Management System (LMS)

for the Bangalore Development Authority

Bangalore Development Authority (BDA)

5th Main Road, Kumara Park West, T. Chowdaiah Road, Guttahalli, Bengaluru, Karnataka 560020

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(Through electronic tendering mode only, via the Government of Karnataka e-Procurement Portal)

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E-TENDER NOTIFICATION

The Bangalore Development Authority (BDA) is the principal urban planning and development agency for the Bengaluru Metropolitan Area, responsible, among other functions, for planning and developing layouts, creating and maintaining sites, and allotting, auctioning and managing sites and civic-amenity areas. BDA proposes to implement a centralized digital platform — the Layout Master & Site Management System (LMS) — to manage the complete lifecycle of its layouts and individual sites and to serve as the single, authoritative master for layout and site information across BDA departments and downstream processes.

LMS shall cover layout and site master management, multi-category site classification with department-wise approval workflows, and the Auction, Allotment, Civic Amenity (CA) site and Land Loser processes built on top of the master, together with full bidirectional GIS / GeoServer synchronization, an authenticated officer portal and a citizen / public portal, dashboards and MIS, and migration of legacy layout and site data. Document management and approval workflows are embedded within the business processes rather than delivered as standalone modules.

Through this Request for Proposal, BDA invites proposals from experienced and capable information-technology firms for the design, development, implementation, data migration, training, warranty and maintenance of the LMS, in accordance with the Scope of Work and the attached Statement of Work.

The selection shall be made through the Quality-cum-Cost Based Selection (QCBS) method under the two-cover system, in accordance with the Karnataka Transparency in Public Procurement (KTPP) Act, 1999 and the Rules made thereunder. The RFP document, the detailed Statement of Work, the tender schedule and all corrigenda / addenda are available on, and all bids shall be submitted only through, the Government of Karnataka e-Procurement Portal (https://kppp.karnataka.gov.in). Bidders shall refer to the e-Procurement Portal for the publishing date, the last date and time for submission, the pre-bid meeting, and the dates of opening of the Technical and Financial Bids.

Tender Schedule and Key Details

Name of Work	Design, Development, and Implementation of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority
Tender Reference	**BDA/2026-27/SE0116** |
Method of Selection	Quality-cum-Cost Based Selection (QCBS) — Technical 75% : Financial 25%
Type of Tender	Two-Cover System (Technical Bid and Financial Bid), through the e-Procurement Portal.
Date of Tender Publishing / from which the Bid document is ready for download	**Refer the e-Procurement Portal.**
Pre-Bid Meeting (date, time and venue)	**Refer the e-Procurement Portal.** Pre-bid queries shall be sent in writing to the Office of IT Reform (contact below) by the date indicated on the Portal.

Name of Work	Design, Development, and Implementation of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority
Last date and time for uploading of the tender on the e-Procurement platform	**Refer the e-Procurement Portal.**
Date and time of opening of the Technical Bid	Refer the e-Procurement Portal.
Date and time of opening of the Financial Bid	After completion of the Technical Evaluation under the QCBS system; the date will be notified on the e-Procurement Portal.
Estimated Cost of Work	Refer the e-Procurement Portal.
Earnest Money Deposit (EMD)	₹ 2,00,000/- To be paid online through the e-Procurement Portal as provided therein.
Bid Processing Fee	As applicable and payable through the e-Procurement Portal (NEFT/RTGS only).
Bid Validity	90 days from the last date of submission of the tender.
Implementation Period (Go-Live)	Thirty (30) calendar days from the date of issue of the Work Order (T0), for Production Go-Live of all Phase-1 modules and Final Acceptance.
Warranty / Hypercare	Sixty (60) days from the date of Production Go-Live, included in the one-time implementation cost.
Annual Maintenance & Support (AMC)	One (1) year, commencing on expiry of the warranty / hypercare period.
Contact for pre-bid queries and communication	**Office of IT Reform, Bangalore Development Authority (BDA) Head Office** Ph. No.: +91 91087 46794 | E-mail: itreformshead@bdakarnataka.in
Place of Opening of Tenders and Address for Communication	Bangalore Development Authority (BDA) 5th Main Road, Kumara Park West, T. Chowdaiah Road, Guttahalli, Bengaluru, Karnataka 560020

Sd/-
The Commissioner
Bangalore Development Authority

1. Scope of Work

1.1 Introduction

This Statement of Work (SOW) defines the functional and delivery requirements for the design, development, implementation, data migration, training, and support of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority (BDA). The SOW is intended for use in an RFP. Responding vendors shall propose a complete solution covering application software, implementation services, legacy data migration, training, documentation, and warranty / AMC, as specified in this document and the RFP package.

LMS shall be the authoritative master system for BDA layouts and sites, and shall also cover site classification, auction eligibility approval, GIS/GeoServer synchronization, and citizen-facing services. Layout and site master data maintained in LMS shall be available for use by other BDA applications (see Section 1.6). The auctioning process itself is not part of LMS.

Document management and approval workflows are not separate product modules. They shall be built into every relevant business process (layout, site, classification, auction eligibility approval, and GIS change control) so that documents and approvals travel with the transaction.

1.2 Project Overview

BDA intends to implement a centralized digital platform to manage the complete lifecycle of BDA layouts and individual sites, including:

i. Creation and maintenance of layout master records

ii. Creation and maintenance of site master records under each layout

iii. Multi-category site classification with department-wise approvals

iv. Approval of sites for auction (eligibility / approval flow), for use by the separate Auction application

v. Bidirectional synchronization with BDA GIS / GeoServer

vi. Provision of layout/site master data for use by other BDA applications

vii. Secure access for BDA officials and a public / citizen portal

viii. Dashboards, MIS, and search across layouts and sites

ix. Support for migration of existing layout and site data from legacy / manual sources; data-migration support to be provided by the vendor

The system shall replace fragmented manual registers, spreadsheets, and duplicated departmental records with a single source of truth for layout and site information used across BDA departments and downstream processes.

1.2.1 Entities to Be Supported

Entity	Description
Layout	Planned / developed BDA layout with location, survey, area, structure (Block / Sector / Phase / Stage / Section), plans, and status

Entity	Description
Site	Individual plot / site within a layout, with dimensions, category, reservation, legal status, ownership, and documents
Site Classification	One or more categories applied to a site (Residential, Commercial, CA, Auction, Land Loser, Park, Utility, Reserved, etc.)
Auction Eligibility	Sites proposed and approved for auction in LMS; post-auction outcome details updated back onto the site master
Spatial Record	Layout boundaries and site polygons / attributes synchronized with GIS / GeoServer

1.2.2 Guiding Principles

1. **Single master repository** — no parallel unofficial site registers for in-scope processes.
2. **Approval before consumption** — special classifications and process eligibility take effect only after configured approval.
3. **Process integrity** — Other BDA processes (including Auction) that use LMS shall consume only validated, eligible sites from the layout/site master.
4. **Spatial consistency** — attribute and geometry data remain consistent between LMS and GIS / GeoServer.
5. **Transparency** — citizen-facing information where BDA permits publication; full audit for official actions.
6. **Documents with the record** — every key action can attach, store, and retrieve related documents within the same process.

1.3 Project Objectives

1. Digitize all BDA layout and site records into a centralized master repository.
2. Eliminate manual registers, duplicate site entries, and inconsistent departmental data.
3. Provide standardized, department-configurable classification and approval workflows.
4. Enable **auction eligibility approval** on the layout/site master, and accept **post-auction updates** from the separate Auction application.
5. Achieve full bidirectional integration with **BDA GIS / GeoServer** from Phase 1.
6. Provide an authenticated **BDA officer portal** and a **citizen / public portal**.
7. Support migration of legacy layout and site data with validation and reconciliation; data-migration support shall be provided by the vendor.
8. Improve transparency, data accuracy, operational efficiency, and inter-department coordination.
9. Serve as the authoritative layout/site master data source for other present and future BDA applications.

1.4 In Scope / Out of Scope

1.4.1 In Scope

i. Responsive web application for BDA officers, section users, and administrators.

ii. Citizen / public portal for permitted search, view, and notifications of published layout/site information (as enabled by BDA).

iii. Layout master lifecycle management.

iv. Site master lifecycle management under layouts.

v. Multi-category site classification with configurable multi-level approval workflows (embedded in classification and process modules).

vi. Auction eligibility management (propose / approve sites for auction) and post-auction detail updates on the site master; auctioning process is in a separate Auction application.

vii. Layout/site master data made available for use by other BDA applications (see Section 1.6).

viii. Full GIS / GeoServer integration (read, display, write-back, sync, failure handling, and sync logs) — **Phase 1**.

ix. Embedded document management for layouts, sites, classifications, auction-eligibility approvals, post-auction update documents, and GIS reference documents.

x. Master data configuration, users, roles, and department-wise workflow configuration.

xi. Dashboards, operational reports, management MIS, advanced search, and export.

xii. Notifications (in-app; SMS / email where enabled).

xiii. Support for legacy data migration (templates, cleansing support, import, validation, reconciliation), provided by the vendor.

xiv. Training, UAT support, go-live support, warranty, and documentation.

1.4.2 Out of Scope (unless explicitly added via change request)

i. End-to-end processes of other BDA applications that consume LMS master data (those applications are outside LMS module scope; see Section 1.6), including the **auctioning process** (notices, participation / bidding, auction conduct, and result determination).

ii. Full court case management / litigation case diary beyond **legal status flags, key dates, linked court orders / documents, and remarks**.

iii. Full ERP / general ledger / treasury accounting replacement (integration hooks only, if required later).

iv. Hardware procurement (servers, scanners, GPS devices, plotters, etc.), unless stated in the RFP commercial section.

v. Physical digitization / scanning of paper archives (BDA responsibility; system shall accept uploaded digital files).

vi. Native iOS / Android apps (optional; vendor may propose separately — responsive web is mandatory).

vii. Replacement of unrelated BDA systems (HR, payroll, engineering project management, etc.).

1.5 Solution Expectations

Vendors shall propose a solution that meets the following business and delivery expectations. Detailed technology stack choices may be proposed by the vendor and finalized with BDA during design, provided functional and non-functional requirements are met.

Area	Expectation
Access channels	Secure BDA officer web portal + public / citizen web portal
Usability	Clear, role-based screens; mobile-responsive for field reference and citizen use
Hierarchy	Administrative location hierarchy (State → District → Taluk → Village / Hobli → BDA Zone) and Layout → Block / Sector / Phase / Stage / Section → Site
Single source of truth	Layout and site codes/status governed in LMS; downstream processes use LMS as master
Workflow	Configurable multi-level approvals by process and site category / department
Documents	Upload, view, version/replace, and link documents within each business process
Spatial	Bidirectional consistency with BDA GIS / GeoServer for layouts and sites
Auditability	Complete history of create / edit / classify / approve / publish / auction-eligibility and post-auction update actions
Language	English mandatory at go-live; bilingual-ready (English + Kannada) preferred
Hosting	As specified in RFP (government-approved cloud / on-premises / hybrid — BDA decision)

1.6 Consolidated Functional Modules

The solution shall be delivered as **six consolidated modules**. Document attachment / retrieval and approval workflow steps are **embedded** inside Modules 2–5 as applicable — they are not bid as standalone modules.

Where LMS layout/site master data will be used: LMS does not include Allotment, CA Site, Land Loser, or the auctioning process as LMS application modules. LMS shall maintain layout and site master records (including classification and auction-eligibility status) so that the following applications can use LMS as their master data source:

Application (separate from LMS)	Use of LMS master data
Auction Management	Sites **Approved for Auction** in LMS as input; post-auction details are updated back to LMS
Allotment Management	Layouts/sites, classification, status, and published attributes/documents as master input
CA Site Management	Layouts/sites classified as Civic Amenity (CA) and related master attributes as master input
Land Loser Management	Layouts/sites classified for Land Loser use and related master attributes as master input
Other BDA applications	Validated layout/site master via approved interfaces as required

LMS Module 4 (Auction Management) covers only auction eligibility approval and post-auction updates on the site master — not the auctioning process.

Module 1: Master Data & System Configuration

Purpose: Provide configurable foundation data, organizational structure, users/roles, and workflow configuration used across all modules.

Functional Requirements

A. Location & Administrative Masters

i. Country, State, District, Taluk, Village, Hobli, BDA Zone.

ii. Section / Division / Department masters used for routing and ownership.

iii. Ability to activate / deactivate masters without deleting historical references.

B. Layout & Site Masters

i. Layout Status, Site / Property Status.

ii. Site Categories (Residential, Commercial, CA, Auction, Land Loser, Corner, Intermediate, Park, Civic Infrastructure, Utility, Public Purpose, Government Reserved, Future Development, and other BDA-defined categories).

iii. Reservation Categories, Road Facing, Corner / Intermediate indicators.

iv. Block, Sector, Phase, Stage, Section structure codes (as applicable).

v. Document type master (layout plans, survey sketches, GOs, acquisition documents, court orders, khata, site sketches, classification approvals, GIS references, certificates, auction-eligibility / post-auction update documents, etc.).

C. Process Masters

i. Auction eligibility / post-auction status flags used on the site master.

ii. Eligibility rules parameters (configurable flags / conditions as defined by BDA).

iii. Notification templates (in-app / SMS / email).

D. User, Role & Workflow Configuration

i. Create and manage users, roles, and permission sets.

ii. Map users to departments, zones, and data scopes.

iii. Configure multi-level approval workflows by process type (e.g., layout publish, site creation/cancellation, site classification approval, auction eligibility approval).

iv. Configure workflow levels, approvers / roles, and conditions as defined by BDA (Engineering, Land Acquisition, Auction, Revenue, Legal, Town Planning, Commissioner Office, and others).

v. Maker–checker where required by process.

Key Capabilities

i. Search, filter, and export of masters.

ii. Prevention of orphaned references when deactivating masters.

iii. Audit of configuration changes to workflows and critical masters.

Acceptance Criteria

ID	Criterion
M1-AC1	Authorized admin can create and configure all listed masters without code change.
M1-AC2	Department-wise approval workflows can be configured per process / category.
M1-AC3	Role permissions restrict module and record visibility as configured.
M1-AC4	Deactivated masters cannot be selected for new transactions but remain visible on historical records.
M1-AC5	Document types and notification templates are configurable by administrators.

Module 2: Layout Management

Purpose: Provide complete lifecycle management of BDA layouts as the parent entity for all sites.

(Documents and layout-related approvals are embedded in this module.)

Functional Requirements

A. Layout Register

Authorized officials shall be able to:

i. Create new layouts with unique layout code / identity as defined by BDA.

ii. Update layout information with full change history.

iii. View complete layout details and linked sites summary.

iv. Capture location details: State, District, Taluk, Village, Hobli, BDA Zone.

v. Capture / maintain latitude and longitude (and link to GIS geometry where available).

vi. Maintain total layout area and survey / boundary details.

vii. Maintain Block, Sector, Phase, Stage, and Section information.

viii. Maintain layout status (Draft, Active, Archived, and other BDA-defined statuses).

ix. Archive layouts where applicable (without losing history or linked site references).

B. Layout Documents & Photographs (embedded)

i. Upload approved layout plans and supporting documents.

ii. Upload layout photographs.

iii. Link Government Orders, acquisition papers, survey sketches, and GIS reference documents to the layout.

iv. Retrieve documents from the layout record; control access by role.

C. Layout Approval / Publish (embedded workflow)

i. Where required by BDA, layout creation or major amendments shall follow a configurable approval workflow before the layout becomes active for site creation or public display.

ii. Each approval step shall capture remarks, user, date, and time.

D. Layout–Site Relationship

i. Every site shall belong to exactly one registered layout.

ii. Layout view shall show site counts by status and category.

Acceptance Criteria

ID	Criterion
M2-AC1	Authorized users can create, update, view, and archive layouts with required location and structure fields.
M2-AC2	Layout plans, photographs, and supporting documents can be uploaded and retrieved from the layout record.
M2-AC3	Where configured, layout activation requires successful workflow approval.
M2-AC4	Sites cannot be created without a valid parent layout.
M2-AC5	Layout search works by name, code, zone, district, taluk, village, and status.

Module 3: Site Management & Classification

Purpose: Maintain the complete site register and master classification system, with embedded classification approval workflows and site documents.

(Consolidates: Site Management, Site Classification, Classification Approval Workflow, Department-wise Workflow.)

Functional Requirements

A. Site Register

The system shall support:

i. Creation of sites under a layout.

ii. Modification of site information with audit trail.

iii. Site cancellation / deactivation where applicable (with reason and approval if configured).

iv. Viewing complete site details.

v. Site numbering as per BDA conventions.

vi. Site dimensions and area calculations / capture.

vii. Corner and intermediate site identification.

viii. Road facing details.

ix. Khata information.

x. Survey numbers.

xi. Reservation information.

xii. Legal status and litigation information (flags, key dates, remarks, linked documents).

xiii. Site ownership / possession status as maintained by BDA.

xiv. Site photographs and supporting documents (embedded document handling).

B. Site Classification

i. Each site may be classified into one or more categories based on departmental requirements.

ii. Categories shall include at minimum: Residential, Commercial, Civic Amenity (CA), Auction, Land Loser, Corner, Intermediate, Park, Civic Infrastructure, Utility, Public Purpose, Government Reserved, Future Development, and other categories defined by BDA.

iii. Classification shall determine which other BDA application (e.g. Auction, Allotment, CA Site, Land Loser) or LMS process may use the site from the master.

C. Classification Approval Workflow (embedded)

i. Classification under special / process-driving categories (e.g., Auction, Civic Amenity (CA), Land Loser, Commercial, Public Utility, Reserved, or other department-specific categories) shall **not** become effective immediately.

ii. The system shall:

- Route the request to the concerned department(s).
- Allow verification of site details.
- Allow approve / reject / return with remarks at each stage.
- Maintain complete approval history with date, time, and authority.
- Attach classification approval documents.

iii. Only after successful approval shall the site become available for the respective LMS process or for other BDA applications that use the master.

D. Search & Retrieval (site/layout)

Search parameters shall include at minimum:

Layout Name, Layout Code, Site Number, Survey Number, Zone, District, Taluk, Village, Block, Sector, Phase, Stage, Site Category, Auction Status, Approval Status, GIS Availability, Property / Site Status.

Acceptance Criteria

ID	Criterion
M3-AC1	Every site is uniquely identifiable and linked to a valid layout.
M3-AC2	Multi-category classification is supported with effective dates / status.
M3-AC3	Special classifications require configured multi-level approval before process eligibility.
M3-AC4	Rejected / returned classifications do not make the site available for the target process.
M3-AC5	Site documents and photographs are available from the site record.
M3-AC6	Advanced search returns correct results for the listed parameters.

Module 4: Auction Management

Purpose: Manage auction **eligibility** on the layout/site master — propose sites for auction, run the approval flow, and mark sites as **Approved for Auction** so they can be consumed by the separate Auction application. After auctioning is completed in that application, update post-auction details on the site master in LMS.

Out of this module: The auctioning process itself (auction notices, participation / bidding, auction conduct, winner determination, EMD / fee collection during auction) is **not** part of LMS; it is performed in the separate Auction Management application (see Section 1.6).

(Documents and auction-eligibility approval workflows are embedded in this module.)

Functional Requirements

A. Auction Eligibility & Approval

i. Identify / propose sites for auction only if the site holds an approved Auction (or equivalent) classification / eligibility flag as configured by BDA.

ii. Route the proposal through the required departmental **approval workflow**.

iii. Mark the site as **Approved for Auction** only after successful approval.

iv. Sites not approved shall not be available as input to the Auction application.

v. Support withdrawal / correction of auction eligibility through controlled workflow where required.

B. Master Data Output to Auction Application

i. Make **Approved for Auction** sites (with layout/site attributes, classification, status, and linked documents as published) available as **master data input** to the separate Auction application via approved interface / export as defined with BDA.

ii. Ensure only currently eligible / approved sites are exposed to the Auction application.

C. Post-Auction Updates on Site Master

i. Accept post-auction details from the Auction application (or authorized officer update) and update the site master accordingly (e.g., Auctioned / Released Back / other BDA-defined statuses, winner / outcome references, key dates, remarks).

ii. Retain history of post-auction updates for audit.

iii. Make updated site status and attributes available to other BDA applications that use the LMS master.

D. Documents (embedded)

i. Attach / retrieve documents related to auction eligibility approval and post-auction status updates on the site (and layout where applicable).

ii. Auction conduct documents (notices, bid sheets, etc.) remain with the Auction application; LMS may store references or copies supplied with the post-auction update if required by BDA.

Acceptance Criteria

ID	Criterion
M4-AC1	A site becomes **Approved for Auction** only after configured approval.
M4-AC2	Sites not approved for auction are not available to the Auction application.
M4-AC3	Approved-for-auction sites can be provided as master input to the Auction application.
M4-AC4	Post-auction details update the site master and retain full history.

ID	Criterion
M4-AC5	LMS does not conduct the auctioning (bidding / auction event) process.

Module 5: GIS & GeoServer Synchronization

Purpose: Ensure spatial and non-spatial information for layouts and sites remains consistent between LMS and the BDA GIS platform / GeoServer.

All capabilities in this module are mandatory in Phase 1.

(Sync exceptions, approvals for geometry overrides if configured, and GIS reference documents are embedded.)

Functional Requirements

A. GIS Information in LMS

i. Retrieve and display layout boundaries from the GIS server.

ii. Retrieve and display site polygons from the GIS server.

iii. Retrieve and display spatial attributes.

iv. Show GIS availability status on layout and site records.

B. Bidirectional Synchronization

i. When a layout or site is created or modified in the GIS platform, corresponding records shall synchronize to LMS.

ii. When a layout or site is created or updated in LMS, GIS / GeoServer shall be updated to maintain consistency.

iii. Synchronize geometry and attribute changes for layouts and sites.

C. GeoServer Operations

i. Fetch layout and site geometry from GeoServer.

ii. Push newly created layouts and sites to GeoServer.

iii. Update geometry modifications and attribute changes.

iv. Handle synchronization failures through retry and exception queues.

v. Maintain synchronization logs for audit and operations monitoring.

D. Operational Controls

i. Dashboard indicators for GIS sync health (success / pending / failed).

ii. Authorized re-sync / resolution actions for failed items.

iii. Clear business status when GIS is unavailable (no silent data loss).

Acceptance Criteria

ID	Criterion
M5-AC1	Layout boundary and site polygon can be viewed from the LMS record when available in GIS.
M5-AC2	Create/update in LMS reflects in GIS / GeoServer within agreed sync window.
M5-AC3	Create/update in GIS reflects in LMS within agreed sync window.
M5-AC4	Failed synchronizations are logged, visible, and retriable.
M5-AC5	GIS sync status is available on dashboards and on individual records.

Module 6: Analytics, Dashboards & Reports

Purpose: Provide operational monitoring and management decision-support across layouts, sites, classifications, auction eligibility / post-auction status, and GIS sync.

Dashboards

Dashboards shall include at minimum:

i. Total Layouts

ii. Total Sites

iii. Layout-wise Site Count

iv. Zone-wise Layout Distribution

v. Category-wise Site Distribution

vi. Auction Eligibility Summary (proposed / approved / post-auction status)

vii. Category-wise site counts (from site classification on the master)

viii. Commercial / Residential / Reserved Site Summaries

ix. Department-wise Pending Approvals

x. Approval Status Summary

xi. GIS Synchronization Status

xii. Recently Updated Layouts / Sites

xiii. Citizen portal activity summary (applications / enquiries — as applicable)

Role-based dashboard views shall be supported (executive vs operational sections).

Standard Reports

i. Layout master register

ii. Site master register (with filters)

iii. Classification and approval pendency report

iv. Auction eligibility and post-auction status report

v. Sites by classification / category report

vi. GIS sync exception report

vii. Audit / activity reports for privileged actions

Export to PDF and Excel shall be available for registers and standard reports.

Acceptance Criteria

ID	Criterion
M6-AC1	Dashboard KPIs reconcile to underlying registers for an agreed sample period.
M6-AC2	Pendency reports show correct department / stage aging.
M6-AC3	Authorized users can export listed reports to PDF/Excel.
M6-AC4	GIS sync and approval pendency widgets reflect near-real-time operational status.

1.7 End-to-End Workflows

Vendors shall implement the following as **configurable workflows** with maker–checker / multi-level approvals where specified by BDA during requirements finalization. Documents may be attached at relevant steps.

1.7.1 Layout-to-Site Master Flow

Layout Creation → (Optional Approval) → Layout Active

→ Site Creation → Site Documents / Attributes → Site Active

→ Classification Proposal → Department Verification → Multi-level Approval

→ Classification Effective → Available to Eligible Process

(including auction eligibility in LMS, and availability of the site master to other BDA applications)

1.7.2 Auction Eligibility & Post-Auction Update Flow

Eligible Site → Propose for Auction → Department Approval → Approved for Auction

→ Available as master input to Auction Application (auctioning happens outside LMS)

→ Post-Auction Details Received → Update Site Master Status / Attributes / Documents

1.7.3 GIS Synchronization Flow

Change in LMS or GIS → Sync Event → Success (update peer system)

→ Failure → Exception Queue / Log → Retry / Manual Resolution → Audit Entry

1.8 Role-Based Access Control

1.8.1 Indicative Roles

Role	Typical Access
Super Administrator	Full configuration, users, masters, workflows
Commissioner / Senior Authority	Executive dashboards; high-level approvals
Town Planning Officer	Layouts, planning attributes, related approvals
Engineering Section User	Layout/site engineering attributes; workflow participation
Land Acquisition Section User	Acquisition references; classification / master participation as applicable
Auction Section User	Auction eligibility nomination / approval; post-auction site updates
Legal Section User	Legal status, litigation flags/documents; related approvals
GIS Cell User	GIS sync monitoring, exception resolution, spatial validation
Zonal Officer	Zone-scoped layout/site operations and approvals
Data Entry Operator	Restricted create/update as assigned
Auditor	Read-only access to registers, approvals, and audit logs
Citizen / Applicant (Portal)	Public search/view of published layout/site information as enabled

1.8.2 Access Principles

i. Least privilege; module + action + data-scope (zone / layout) controls.

ii. Segregation of duties for propose vs approve on classification and auction eligibility.

iii. Citizens see only published / permitted information and their own applications.

iv. All privileged actions logged.

Vendors shall provide a **role–permission matrix** as a deliverable for BDA sign-off during design.

1.9 Channels — BDA Officer Portal & Citizen Portal

1.9.1 BDA Officer Portal

i. Full operational access based on role for masters, layouts, sites, classification, auction eligibility, GIS sync monitoring, dashboards, and reports.

ii. Worklists for pending approvals and sync exceptions.

iii. Document upload/view within each process.

1.9.2 Citizen / Public Portal

The public portal shall support, as enabled by BDA configuration:

i. Search and view of **published** layout / site information (fields controlled by BDA).

ii. Download of published documents pertaining to the applicant / public view (where enabled).

iii. Citizen journeys belonging to other BDA applications (including Auction) are outside LMS portal scope.

iv. Contact / help information and circulars published by BDA.

Sensitive legal, litigation, internal remarks, and non-published classifications shall **not** be exposed on the public portal.

1.10 Integrations

Integration	Priority	Notes
BDA GIS Platform	Mandatory (Phase 1)	Bidirectional sync of layouts/sites and spatial attributes
GeoServer	Mandatory (Phase 1)	Geometry fetch/update, attribute sync, retry, logs
SMS Gateway	Mandatory	OTPs, workflow alerts
Email Service	Mandatory	Notices, acknowledgements, workflow alerts
Payment Gateway	Optional / if mandated for LMS-side fees	Not required for auctioning (auction EMD/fees are in Auction app)
Other BDA Applications	Mandatory (API/interface readiness)	Provide Approved-for-Auction and other master data; accept post-auction updates (see Section 1.6)
DigiLocker / Aadhaar eKYC	Optional	Subject to BDA / legal approval; quote separately

Vendors shall describe approach for secure data exchange, failure handling, and reconciliation for each mandatory integration, without locking BDA to a proprietary interface pattern that prevents future system interconnection.

1.11 Audit, Compliance & Security

The system shall maintain:

i. Complete audit trail of create / update / delete and approval actions

ii. User activity logs and login history

iii. Approval history per transaction (classification, auction eligibility, layout publish)

iv. Document upload / replace history linked to business records

v. GIS synchronization logs

vi. Backup and recovery logs

Security expectations:

i. Secure authentication for officers; citizen registration / login for portal services

ii. Optional 2FA for privileged officer roles

iii. Password policy and session timeout

iv. Protection of personal data of applicants

v. Role-based restriction on sensitive legal and internal fields

vi. Secure handling of documents

1.12 Non-Functional Requirements

Area	Requirement
UI	Responsive web application for officer and citizen channels; accessible design
Language	English mandatory at go-live; bilingual-ready (English + Kannada) preferred
Performance	Key pages respond within agreed time under agreed concurrent load
Availability	Target ≥ 99.5% monthly (final SLA in contract)
Backup	Daily automated backups; periodic restore drills
Scalability	Support growth in layouts, sites, applications, documents, and users
Compatibility	Chrome, Edge, Firefox (latest two major versions)
Export	PDF / Excel for registers and reports
Search	Global and module-level search & filters
DR	Disaster recovery strategy and RPO/RTO to be proposed by vendor

1.13 Data Migration

The system shall **support** legacy data migration, and data-migration support and services shall be **provided by the vendor**.

1.13.1 Migration Scope

i. Existing layout registers (digital and structured extracts from manual / Excel / legacy systems).

ii. Existing site registers and key attributes (numbering, dimensions, category, status, survey/khata references where available).

iii. Historical classification and auction-eligibility / post-auction status flags on the site master **to the extent data is available and validated by BDA**.

iv. Document metadata linkage where digital files are provided; bulk linking of scanned files supplied by BDA.

1.13.2 Migration Expectations

i. Vendor shall provide data templates, validation rules, and import tools.

ii. BDA shall nominate data owners for cleansing decisions.

iii. Trial migration + reconciliation (counts, sample field checks, exception lists) before final cutover.

iv. Post-migration exception register with closure tracking.

1.13.3 Acceptance Criteria (Migration)

ID	Criterion
MIG-AC1	Agreed layout and site counts reconcile between source extracts and LMS after final load.
MIG-AC2	Exception list is reviewed and signed off (accepted residual exceptions documented).
MIG-AC3	Sample of migrated records (including documents where provided) passes BDA verification.

1.14 Phased Delivery

All core functional modules, including **full GIS / GeoServer capabilities**, officer portal, citizen portal (MVP as defined below), and support for migration of agreed datasets (provided by the vendor) shall be delivered in **Phase 1**.

Phase 1 — Full Production Go-Live (Mandatory)

i. Module 1: Master Data & System Configuration

ii. Module 2: Layout Management

iii. Module 3: Site Management & Classification (with embedded workflows & documents)

iv. Module 4: Auction Management (eligibility approval + post-auction updates; not the auctioning process)

v. Module 5: GIS & GeoServer Synchronization (**complete bidirectional scope**)

vi. Module 6: Dashboards & Reports

vii. Layout/site master data readiness for other BDA applications (see Section 1.6)

viii. BDA officer portal

ix. Citizen / public portal MVP: published layout/site search/view (as enabled)

x. SMS / email notifications

xi. Payment gateway only if LMS-side fees are included in RFP commercial scope

xii. Legacy data-migration support for agreed datasets (provided by the vendor)

xiii. Training, UAT, go-live, hypercare

Phase 2 — Enhancements (Optional / Later)

i. Advanced analytics / additional MIS packs

ii. Optional DigiLocker / eKYC

iii. Kannada UI completion (if not fully delivered in Phase 1)

iv. Native mobile apps (optional)

v. Additional downstream BDA application connectors beyond Phase 1 readiness

Vendors shall provide timelines, milestones, and resource plans aligned to this phasing and to the thirty (30) calendar day Go-Live schedule set out in Section 1.14.1, and shall deploy sufficient parallel teams to meet it (or a justified alternative that still delivers **all GIS features in Phase 1**).

1.14.1 Implementation Schedule

The entire implementation, from the date of issue of the Work Order (T0) to Production Go-Live and Final Acceptance of all Phase-1 modules, shall be completed within thirty (30) calendar days. All periods stated below are calendar days and are cumulative from T0. Time shall be of the essence, and delays attributable to the Service Provider shall attract liquidated damages as provided in the Special Conditions of the Contract.

Activity	**Key Outputs**	**Timeline (T0 = Work Order date)**
Project mobilisation, requirements confirmation and gap analysis	Project plan and RAID log; Requirements Specification & Gap Analysis; Solution Architecture & Security Design	T0 + 5 days
Configuration / development of all Phase-1 modules and mandatory integrations	UI/UX prototypes; role–permission matrix; configured application with GIS / GeoServer, SMS, e-mail and Auction-application interfaces, deployed on staging	T0 + 15 days
UAT, legacy data migration and training	UAT execution and sign-off with no open Critical / High defects; data-migration reconciliation report; training of nominated users; user and administration manuals	T0 + 25 days
Production cutover	Production Go-Live of all Phase-1 modules; source-code / escrow handover; Final Acceptance	T0 + 30 days
Warranty / hypercare	On-site / on-call stabilisation support at the service levels specified in the SLA	Go-Live + 60 days
Annual Maintenance & Support (AMC)	Comprehensive maintenance and support at the service levels specified in the SLA	One (1) year from expiry of hypercare

BDA shall provide the environments, data, credentials and nominated users required under Section 1.12 in a timely manner. Any delay solely attributable to BDA in providing such dependencies shall extend the corresponding milestone dates by an equivalent period, as recorded in writing by the Project Manager and approved by BDA.

Phase 2 items, if opted for by BDA, shall be scheduled separately and are outside the thirty (30) day schedule.

1.15 Deliverables

#	**Deliverable**
1	Project plan, RAID log, weekly status reports
2	Requirements Specification & Gap Analysis (against this SOW)
3	Solution design (functional + security + integration approach)
4	UI/UX wireframes / prototypes for key officer and citizen journeys
5	Configured application (all Phase 1 modules)
6	Completed mandatory integrations (GIS/GeoServer, SMS, email; Auction app interface; payment if applicable)
7	Data-migration support: templates, trial load, final load, and reconciliation report
8	Test plans, test cases, UAT support & UAT sign-off pack
9	Training (admin + officers + train-the-trainer) & user manuals (officer + citizen)
10	Administration and operations documentation
11	Go-live support & hypercare
12	Source code / escrow as per RFP contract terms
13	Warranty support and AMC proposal

1.16 Acceptance Criteria (Program Level)

The solution shall be accepted when:

1. All Phase 1 modules meet the module acceptance criteria in Section 1.6.
2. GIS / GeoServer bidirectional synchronization is demonstrated in UAT/production as agreed, including failure/retry visibility.
3. Only sites with configured approval become Available/Approved for Auction; other BDA applications (including Auction) shall use LMS layout/site master data as defined in Section 1.6.
4. Citizen portal publishes only permitted layout/site fields; Auction citizen journeys are outside LMS.
5. Sample / final data migration reconciles for agreed layouts and sites.
6. UAT sign-off by BDA-designated committee with no open **Critical / High** defects.
7. Training completed for nominated users.
8. Dashboards/reports reconcile to registers for an agreed sample period.
9. Security checklist (authentication, RBAC, audit, document access, backup restore test) signed off.

1.17 Expected Benefits

i. Single authoritative digital register of BDA layouts and sites

ii. Elimination of duplicate and inconsistent departmental site records

iii. Controlled, auditable classification and auction-eligibility approval before use by the Auction application and other BDA applications

iv. Digitized auction eligibility and post-auction site updates in LMS; auctioning process in the separate Auction application

v. Spatial and attribute consistency with BDA GIS / GeoServer from day one

vi. Transparent citizen access to published information and eligible applications

vii. Faster approvals with department worklists and complete history

viii. Better management visibility through dashboards and MIS

ix. Reduced manual effort, paperwork, and operational delays

x. Stronger compliance, accountability, and inter-system data quality

1.18 Assumptions & Dependencies

1. BDA will nominate a Product Owner / nodal officer and section SMEs for timely decisions on rules and workflows.

2. BDA will provide legacy layout/site data in agreed templates and nominate ownership for cleansing decisions.

3. BDA will provide access to GIS / GeoServer environments, credentials, and technical counterparts for Phase 1 integration.

4. SMS, email, and (if applicable) payment gateway credentials / approvals will be facilitated by BDA.

5. Auction mode and e-auction mechanics will be defined in the separate Auction application. LMS will confirm auction-eligibility approval rules and post-auction update fields during requirements workshops.

6. Digitization of physical files remains BDA's responsibility.

7. Hosting decision and security clearances will follow the RFP / contract.

8. Kannada content (if required at go-live) will be reviewed and approved by BDA.

9. Court processes remain outside the system except status, key dates, and linked documents.

1.19 Vendor Response Expectations

RFP responses shall include at minimum:

1. Understanding of this SOW and proposed module mapping.

2. Functional compliance matrix (clause-by-clause against Section 1.6).

3. Approach for embedded document handling and configurable workflows (not as separate products).

4. GIS / GeoServer synchronization approach and Phase 1 readiness evidence.
5. Citizen portal vs officer portal scope and information disclosure controls.
6. Data migration approach and cutover plan.
7. Implementation methodology, timeline, team profiles, and milestones.
8. Commercial proposal aligned to Phase 1 and optional Phase 2 items.
9. Case studies of similar government land / layout / master-data systems.
10. Assumptions, exclusions, and dependencies.
11. Post-go-live support / AMC model and SLAs.

1.20 Appendix A — Module Consolidation Map

Consolidated Module	Baseline Topics Included
1. Master Data & System Configuration	Master data; users/roles; workflow configuration (not a separate workflow module)
2. Layout Management	Layout lifecycle + layout documents + layout approvals
3. Site Management & Classification	Site lifecycle; multi-category classification; classification approvals; search
4. Auction Management	Auction eligibility approval; expose Approved-for-Auction sites; post-auction site updates
5. GIS & GeoServer Synchronization	Full bidirectional GIS/GeoServer scope (Phase 1)
6. Analytics, Dashboards & Reports	Dashboards, MIS, operational and management reports

Separate applications using LMS as master data (not LMS modules): see Section 1.6.

Explicitly not separate modules: Document Management; Workflow Engine (capabilities embedded across Modules 1–5).

1.21 Appendix B — Indicative Data Entities

Layout, Site, Site Classification, Approval Instance, Department, Zone, Location Hierarchy, Document, Photograph, Auction Eligibility Record, Post-Auction Update, GIS Sync Log, User, Role, Notification, Audit Log.

1.22 Appendix C — Document Types (Indicative)

Approved Layout Plans, Survey Sketches, Government Orders, Acquisition Documents, Court Orders, Khata Documents, Site Sketches, Classification Approval Documents, GIS Reference Documents, Supporting Certificates, Auction Eligibility Approval Documents, Post-Auction Update Documents.

2. Submission, Receipt and Opening of Proposals

The Proposal shall consist of two parts — (i) the Technical Proposal and (ii) the Financial Proposal — to be submitted only through the Government of Karnataka e-Procurement Portal (https://kppp.karnataka.gov.in) under the two-cover system. Bidders shall digitally sign and upload their complete Technical Proposal and Financial Proposal in the formats prescribed in this RFP, together with all supporting documents, on or before the bid submission due date and time indicated on the e-Procurement Portal.

No hard copy, fax, e-mail or physical submission of bids will be accepted; any proposal not submitted through the e-Procurement Portal in the prescribed manner shall be treated as non-responsive.

2.1 Pre-Bid Meeting and Clarifications

A pre-bid meeting will be held on the date, time and at the venue / mode notified on the e-Procurement Portal, to clarify the requirements of this RFP and the Statement of Work. Prospective bidders shall submit their queries in writing (in the prescribed pre-bid query format, if any) to the Office of IT Reform, BDA Head Office — Ph. No.: +91 91087 46794, E-mail: itreformshead@bdakarnataka.in — on or before the date indicated on the Portal. BDA's responses, and any corrigenda / addenda to this RFP, will be published only on the e-Procurement Portal and shall form part of the RFP; bidders shall check the Portal regularly for updates.

2.2 Uploading, Opening and Evaluation

It is the sole responsibility of the Bidder to ensure that the Proposal, including all required documents and the Earnest Money Deposit (EMD) or EMD Declaration as applicable, is successfully uploaded and "frozen" in the portal before the deadline; BDA or the e-Governance authorities shall not be responsible for any failure due to network issues, system errors or delays at the Bidder's end.

The First Cover (Technical Proposal) of all Bidders will be opened online by the Tender Inviting Authority at the date and time notified on the Portal; only those Technical Proposals found responsive and meeting the eligibility and qualification criteria shall be evaluated. The Second Cover (Financial Proposal) of only those Bidders declared technically qualified will be opened online on a date notified on the Portal, and the values entered in the portal shall prevail over any attachment in case of discrepancy.

3. Eligibility Criteria

The Bidder must meet the following eligibility criteria. Documentary evidence for each criterion shall be uploaded with the Technical Proposal; failure to meet any mandatory criterion shall render the bid liable for rejection at the eligibility stage.

1. **Legal Status:** The Bidder shall be a company registered under the Companies Act, or an LLP / registered partnership firm, engaged in software design, development and system-implementation services, and operational for at least five (5) years as on the date of publication of this RFP.

2. **Relevant Experience:** The Bidder shall have successfully designed, developed and implemented at least three (3) software application/e-governance projects during the last seven (5) years, of which (a) at least one (1) shall have been for a Government department, PSU, urban/local body or autonomous body; and (c) at least one (1) shall have involved workflow / approval-based transaction processing. Work orders and completion / satisfactory-performance certificates are mandatory.

3. **Similar Project Value:** The Bidder shall have completed or substantially completed at least one (1) single project of value not less than ₹50 lakh (or as specified in the e-Procurement Portal), demonstrating comparable scope.

4. **Financial Turnover:** The Bidder shall have an average annual turnover of not less than ₹2 crore over the last three financial years (2022–23, 2023–24 and 2024–25), or as specified in the e-Procurement Portal. Audited financial statements and a turnover certificate from a Chartered Accountant are required.

5. **Technical Manpower:** The Bidder shall have the capability to deploy a qualified project team, including a Project Manager, a Solution Architect, a GIS / spatial specialist, a Business Analyst, senior developers, a Database Administrator and a Trainer. Curricula vitae of the proposed key personnel shall be submitted in the format at Annexure-11.

6. **Quality & Security Certifications:** The Bidder shall possess valid ISO 9001:2015 and ISO/IEC 27001 certifications (mandatory). The Bidder shall possess a valid Capability Maturity Model Integration (CMMI) Level 3 or above appraisal certificate issued by a CMMI Institute licensed by ISACA. (Verification will be carried out in this website https://pars.cmmiinstitute.com/?StateId=eb925d89-e715-41bb-b86d-bf2a60c20e50).

7. **Statutory Registrations:** The Bidder shall hold valid GST registration and PAN, and EPF / ESI registration as applicable to the Bidder as the employer of its own personnel. Copies shall be attached.

8. **Non-Insolvency and Non-Blacklisting:** The Bidder must not be insolvent or bankrupt and must not have been blacklisted or debarred by any public authority from participating in public procurement as on the date of submission. A self-declaration to this effect shall be submitted.

9. **Support Presence:** The Bidder shall have, or shall undertake to establish upon award, a support/project presence in the Bengaluru / Karnataka region for implementation, warranty and maintenance.

4. Evaluation of Technical Bid

4.1 Method of Selection and Award

The selection shall be based on the Quality-cum-Cost Based Selection (QCBS) method, with a weightage of seventy-five percent (75%) for the Technical Score and twenty-five percent (25%) for the Financial Score.

Only Bidders who meet all Eligibility Criteria and whose Technical Proposals secure a minimum of seventy (70) marks out of 100, and who also meet the minimum sub-score prescribed for the Demonstration / Proof of Concept, shall be declared "Technically Qualified" and considered for opening of the Financial Bids.

Combined Score: The Combined Score (S) shall be calculated as: $S = 0.75 \times S_T + 0.25 \times S_F$, where S_T is the Technical Score (normalised to 100) and S_F is the Financial Score.

4.2 Technical Evaluation Criteria, Maximum Marks and Scoring Methodology

Total Technical Score: 100 Marks.

Sl. No.	Evaluation Criteria	Max Marks	Scoring Methodology
1.1	Relevant Experience in Similar Systems	20	**Assessment:** Experience in government land / layout / property / allotment / auction / GIS / workflow-based systems; number, relevance, scale and outcomes of similar projects; work orders and performance certificates mandatory. **Scoring:** Meets the minimum three eligible projects – 10 marks; four or more relevant projects incl. a Government land / property / GIS system – 15 marks; strong, demonstrable delivery of comparable large government layout / property / GIS systems – 20 marks.
1.2	Financial Capacity – Average Annual Turnover	20	**Assessment:** Average annual turnover over the last three financial years, supported by audited statements and a CA certificate (minimum eligibility as per Section 3). **Scoring:** Meets the minimum turnover – 10 marks; comfortably above the minimum – 15 marks; strong financial capacity – 20 marks.
1.3	ISO Certification and CMMI-3 Certificate	20	**Assessment:** Valid certificate from accredited CB, valid as on Proposal Due Date. Valid appraisal certificate shall be issued from CMMI Institute. Certificate shall be verified in below cited URL. https://pars.cmmiinstitute.com/

Sl. No.	Evaluation Criteria	Max Marks	Scoring Methodology
			Scoring: Valid ISO certificate = 10 marks; not available = 0 marks. CMMI Level 3 = 10 marks; not available = 0 marks.
1.4	Implementation Methodology, Project Plan, Migration & Cutover	10	**Assessment:** Implementation methodology, realistic project plan and milestones, data-migration and reconciliation approach, cutover and hypercare plan, and risk management. **Scoring:** Adequate – 4–6 marks; comprehensive and realistic – 7–8 marks; excellent, low-risk plan with strong migration approach – 9–10 marks.
1.5	Key Personnel / Proposed Team	10	**Assessment:** Qualifications and relevant experience of the proposed key personnel (Project Manager, Solution Architect, GIS specialist, Business Analyst, senior developers, DBA, Trainer) per Annexure-11. **Scoring:** Team meets the minimum – 4–6 marks; team clearly exceeds the minimum – 7–8 marks; strong, highly experienced team with relevant GIS / government delivery – 9–10 marks.
1.6	Demonstration / Proof of Concept & Presentation	20	**Assessment:** Live demonstration / proof of concept of key journeys (layout / site master, classification approval, an auction or allotment flow, GIS sync and dashboards) and presentation of the solution and approach by the proposed team, with responses to the committee's questions. **Scoring:** Unsatisfactory – 0–7 marks; satisfactory demonstration covering key elements – 8–14 marks; excellent, convincing demonstration and presentation – 15–20 marks.

Note – Demonstration minimum qualifying condition: Bidders must score at least 12 marks out of 20 in Component 1.7 (Demonstration / Proof of Concept & Presentation). Bidders scoring less than 12 in Component 1.7 shall be treated as technically non-responsive.

Overall Technical Qualification Criteria: The Bidder must score at least seventy (70) marks out of 100 in aggregate to be declared Technically Qualified for opening of the Financial Bid.

5. Evaluation of Financial Bid

Evaluation of Bids shall be as per the QCBS method, under the two-cover system, in accordance with the KTPP Act.

1. **Basis of the Financial Bid:** The Financial Bid shall be quoted in the Commercial Bid Format (Annexure-2). The Total Evaluated Price shall be the sum of the one-time implementation cost (design, development, implementation, mandatory integrations, data migration, training, documentation, go-live and warranty) and the Annual Maintenance & Support (AMC) charges for one (1) year (post-warranty), inclusive of GST and all applicable taxes. Optional / conditional items (e.g., payment-gateway integration if not in base scope, DigiLocker / eKYC, native mobile apps, Phase 2 enhancements) shall be quoted separately and shall be excluded from the Total Evaluated Price unless expressly opted for by BDA.

2. **Evaluation:**

a. The lowest Total Evaluated Price among responsive, technically qualified Bidders (L1) shall be awarded a Financial Score (S_F) of 100.

b. Scores for other Bidders shall be inversely proportional to their Total Evaluated Price: $S_F = (L1 / Ln) \times 100$, where Ln is the Total Evaluated Price of the n-th Bidder.

c. The Final Score shall be: $S = (S_T \times 0.75) + (S_F \times 0.25)$. The Bidder with the highest Final Score (H1) shall be selected.

3. Illustrative example (Bidder C, with the higher technical score, wins on the combined score):

Bidder	Technical Score (S_T)	Weighted Technical (75%)	Financial Score (S_F)	Weighted Financial (25%)	Total (S)
Bidder A	80	60.00	100	25.00	**85.00**
Bidder B	76	57.00	98	24.50	**81.50**
Bidder C	90	67.50	95	23.75	**91.25**

4. In the event of a tie in the Final Score, the Bidder with the higher Technical Score shall be preferred; if a tie persists, selection shall be by a draw of lots.

5. Conditional, ambiguous or incomplete financial bids may be rejected. Any variation in rates on grounds of mistake or misunderstanding after submission shall not be allowed.

6. Payment Terms and Schedule

1. **No Advance Payment:** No advance payment shall be made. Payments shall be milestone-based against accepted deliverables, on the one-time implementation cost; AMC shall be paid separately.

The Service Provider shall achieve Production Go-Live and Final Acceptance within thirty (30) calendar days from the date of issue of the Work Order (T0). The one-time implementation cost shall be released on the following milestone basis, computed on the accepted implementation Contract Price (inclusive of GST), each milestone being payable only on acceptance of the corresponding deliverables by BDA:

Sl.	Milestone	Completion Timeline (from Work Order date, T0)	Payment (% of Impl. Cost)
1	Acceptance of the Project Plan, the Requirements Specification & Gap Analysis and the Solution Architecture & Security Design.	T0 + 5 days	**15%**
2	Acceptance of UI/UX prototypes, the role–permission matrix, and the configured Phase-1 application (all modules) with mandatory integrations, deployed on the staging environment and presented for UAT.	T0 + 15 days	**25%**
3	Successful UAT sign-off (no open Critical / High defects), data-migration reconciliation for the agreed datasets, and completion of training and documentation.	T0 + 25 days	**25%**
4	Production Go-Live of all Phase-1 modules with GIS / GeoServer synchronization, source-code / escrow handover, and Final Acceptance.	T0 + 30 days	**25%**
5	Completion of the warranty / hypercare period (retention).	Go-Live + 60 days	**10%**
	Total (One-time Implementation Cost)		**100%**

2. **Warranty and AMC:** The warranty / hypercare period of sixty (60) days from the date of Production Go-Live is included in the one-time implementation cost. Thereafter, the Annual Maintenance & Support (AMC) period shall be one (1) year, commencing on expiry of the warranty / hypercare period. The AMC charges shall be paid in four (4) equal quarterly instalments in arrears, each released on completion of the respective quarter, subject to satisfactory performance against the SLA and after adjustment of SLA penalties, if any.

3. **Payment Timeline:** Subject to submission of a correct invoice with the accepted deliverables, BDA shall endeavour to release payment within thirty (30) working days.

4. **Deductions:** All payments shall be subject to applicable statutory deductions (TDS, TDS on GST, etc.), and to liquidated damages / SLA penalties as provided in this RFP and the Special Conditions of the Contract.

5. **Performance Security:** The successful Bidder shall furnish a Performance Security / Bank Guarantee as specified in this RFP, valid through the warranty / hypercare period and the one (1) year AMC period plus sixty (60) days, before signing the contract.

6. **Currency:** All payments shall be made in Indian Rupees (INR) only.

7. General Conditions and Instructions to Bidders

7.1 Negotiations

i. Negotiations, if necessary, will be held at the Bangalore Development Authority Head Office. The aim is to reach agreement on all points and sign a contract.

ii. If, for any reason, the rates quoted in the tender seem to be higher than expectations, BDA reserves the right to negotiate with the successful (highest combined score) Bidder regarding price, terms and conditions in the best interest of BDA, and its decision shall be final.

7.2 Award of Contract

i. The successful Bidder shall be issued a Letter of Intent (LoI) and will be given seven (7) days from the date of receipt of the LoI to accept the same.

ii. In case the letter of consent accepting the offer is not received within the aforementioned period of seven (7) days, the LoI may be withdrawn.

iii. A Contract / Agreement shall be entered into with the successful Bidder defining the scope of work and other terms and conditions, for completion of the services, within seven (7) days from the date of issue of the Letter of Consent along with payment of the Security Deposit, and a Work Order shall be issued within five (5) days of execution of such Agreement.

iv. If the successful Bidder fails to enter into the Agreement, BDA reserves the right to initiate action against the Bidder by forfeiting the EMD, including blacklisting the Bidder.

7.3 Confidentiality

i. Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the tenderers who submitted the proposals or to other persons not officially concerned with the process, until the successful tenderer has been notified that it has been awarded the contract.

ii. BDA shall treat all bids and other documents, information and solutions submitted by tenderers as confidential, and shall take all reasonable precautions that all those who have access to such material treat it in confidence. BDA will not divulge any such information unless it is ordered to do so by any authority having the power to require its release.

iii. During this period, the tenderer shall not disclose or utilise any such documents or information without the written approval of BDA or as required by law or any governmental authority.

iv. BDA and each tenderer shall ensure that their representatives, or any third party to whom the tender document was required to be divulged for the preparation or evaluation of the tender, maintain the confidentiality of the tender document and the evaluation.

7.4 Right to Reject Any or All Bids

Notwithstanding anything contained in this RFP, BDA reserves the right to reject any proposal and to annul or suspend the bidding process and reject all proposals without assigning any reason thereof at any time prior to the issuance of the Letter of Intent (LoI), without incurring any liability or any obligation to inform the affected tenderers of the grounds for rejection.

7.5 Bid Processing Fee

Each Bidder shall pay the bid processing fee (as applicable on the e-Procurement Portal) through any of the following e-payment options only:

1. National Electronic Funds Transfer (NEFT); and

2. RTGS.

Payments submitted through cheque or demand draft shall not be accepted. For further details regarding e-payment, please refer to the e-Procurement website (https://kppp.karnataka.gov.in).

7.6 Earnest Money Deposit (EMD)

The Bidder shall pay an Earnest Money Deposit (EMD) of ₹ 2,00,000/- (Rupees Two Lakh only), through the e-Procurement Portal as provided therein. This is a mandatory condition for qualifying in the technical evaluation of the tender. The EMD shall remain valid for the entire bid validity period of 90 days from the last date of submission of the tender.

The EMD of unsuccessful Bidders shall be refunded as per the provisions of the e-Procurement Portal and the KTPP Rules. The EMD shall not carry any interest.

7.7 Forfeiture of EMD

The EMD of the tenderer will be forfeited, including blacklisting of the firm, if:

i. the tenderer withdraws its tender or varies any terms and conditions thereof, without consent, during the period of tender validity specified;

ii. the tenderer indulges in corrupt, fraudulent, collusive or coercive practice(s);

iii. the tenderer does not accept the correction of its tender price pursuant to the identification of arithmetic errors noticed by the tendering authority during the financial bid opening;

iv. the successful Bidder, having been notified of the acceptance of its tender during the period of tender validity, refuses to accept / execute the order or fails to enter into the contract agreement when required; or

v. the successful Bidder fails, within the specified time limit, to furnish the required Performance Security / Security Deposit.

7.8 Security Deposit / Bank Guarantee

i. Within seven (7) days of receipt of the Letter of Intent, the successful tenderer shall deposit an amount equivalent to 5% of the value of the contract / work order as Security Deposit (SD), along with the letter of consent.

ii. The EMD of the successful Bidder may be converted / adjusted towards the Security Deposit, if feasible.

iii. The full Security Deposit amount shall be paid / deposited in the form of DD or through RTGS/NEFT, or in the form of an unconditional and irrevocable Bank Guarantee in favour of the Bangalore Development Authority, before signing of the agreement.

iv. In case of breach of contract, the Security Deposit shall be forfeited.

v. In case of violation of any Act or policies of enforcing agencies of Government, or litigation, or if BDA is held liable to pay any claim for losses, damages, etc., on account of negligence, deficiency in skill or care in the performance of duties by the Contractor, the expenses incurred for rectifying such violations, or incurred in payment against such claims and for such litigation, will be recovered from the Contractor directly, or from bills payable, or in any other manner, including forfeiture of the Security Deposit.

vi. The Security Deposit will be held until one year after the completion of the work, and shall be refundable to the Contractor only after adjusting the amounts, if any, due to BDA from the Contractor.

vii. The Security Deposit shall not carry any interest.

7.9 Force Majeure

"Force Majeure" is herein defined as any cause which is beyond the control of the successful Bidder or BDA, as the case may be, which could not be foreseen, or with a reasonable amount of diligence could not have been foreseen, and which substantially affects the performance of the contract, such as:

i. natural phenomena such as flood, drought, cyclone, earthquake, pandemic, epidemics and declaration of war;

ii. acts of any Government, including but not limited to war (declared or undeclared), priorities, quantities and embargoes, provided that either party shall, within fifteen (15) days from the occurrence of such a cause, notify the other in writing of such case.

iii. In the event of the delay lasting over three (3) months, if arising out of Force Majeure, the contract may be terminated at the discretion of BDA.

iv. For delay arising out of Force Majeure, the successful Bidder shall have an extension of time equal to the duration of the Force Majeure period, and shall not be eligible for extra costs such as increases in rates, re-mobilisation or idle charges for the extension period.

v. Neither the successful Bidder nor BDA shall be liable for delay in performing obligations resulting from any Force Majeure cause as defined above; the date of completion will, subject as herein provided, be extended by a reasonable time.

7.10 Discretion

i. BDA reserves the right to reject all or any of the tenders without assigning any reason thereof.

ii. BDA reserves the right to cancel the tender even after acceptance in case of any violation of the terms and conditions, or for any other reason.

7.11 Technical Bid Format

The Bidder shall confirm that the solution and services quoted by the Bidder conform to the conditions specified, and shall complete the formats prescribed in this RFP and submit them as part of the Technical Bid. Any bid without proper technical documents and duly filled-in formats shall be rejected as non-responsive and technically disqualified.

7.12 Commercial Bid Format

Bidders shall quote all-inclusive prices (i.e., prices inclusive of GST and all other taxes and expenses) for the complete Scope of Work, as per the format for the Commercial Bid (Annexure-2). The total price shall be entered by Bidders directly in the e-Procurement Portal. Additionally, the financial bid break-up, as per the prescribed format, shall be available with the Bidder and shall be used to understand the break-up at the time of financial evaluation of the bids.

Sd/-

Commissioner,

Bangalore Development Authority

Annexure-1: Contract Agreement Form

THIS AGREEMENT made this _____ day of _____, 2026, between the Bangalore Development Authority (BDA), 5th Main Road, Kumara Park West, T. Chowdaiah Road, Guttahalli, Bengaluru, Karnataka 560020 (hereinafter referred to as "the Purchaser") of the one part, and _____ [Name of Agency], located at _____ [Agency Address] (hereinafter referred to as "the Agency") of the second part.

WHEREAS the Purchaser has tendered the work of design, development, implementation, data migration, training and maintenance of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority, issued via Tender No. _____, dated _____, and has accepted a tender by the Agency for the same, as per the terms and conditions of the RFP and the Karnataka Transparency in Public Procurement (KTPP) Act, 1999 and the Rules thereunder, at the rate and price specified therein (hereinafter referred to as "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Words and expressions in this Agreement shall have the same meaning as assigned to them in the RFP.

2. The following documents shall be deemed to form, and be read and construed as part of, this Agreement:

a) the tender or RFP document;

b) the price schedule submitted by the tenderer;

c) the requirements, deliverables and timelines stated in the RFP;

d) the general conditions of the contract in the RFP;

e) the special conditions of the contract in the RFP; and

f) the Purchaser's Notification of Award and Letter of Intent (LoI).

3. The Agency shall provide the services and deliverables specified in this Agreement and the RFP, and remedy any defects therein, in conformity with the provisions of the contract and the RFP.

4. The Purchaser covenants to pay the Agency, in consideration of the provision of the services and the remedying of defects, the Contract Price, or such other sum as may become payable under the provisions of the contract, as prescribed in the RFP. In brief, the payment terms are: payment will be made on a milestone basis after successful completion of the corresponding deliverables and acceptance / quality checks by BDA.

5. The detailed deliverables, responsibilities and liabilities of the Agency shall be as stated in the RFP and shall form an integral part of this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed in accordance with their respective laws on the day and year first above written.

Signed, Sealed and Delivered by the Purchaser: Name: _____ _____ Designation: _____ _____ Bangalore Development Authority (BDA), Bengaluru – 560020 In the presence of: _____	**Signed, Sealed and Delivered by the Agency:** Name: _____ _____ Designation: _____ _____ [Name of Agency] In the presence of: _____

Annexure-2: Commercial Bid Format

The Bidder shall quote its prices in the format below. All amounts shall be in Indian Rupees (₹) and inclusive of GST and all applicable taxes, duties, levies and charges. The Total Evaluated Price for QCBS financial evaluation shall be the one-time implementation cost plus the Annual Maintenance & Support charges for one (1) year.

Sl.	Description	Amount (₹) incl. GST
1	Design, Development, and Implementation of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority. AMC — Year 1 (comprehensive maintenance and support as per the SLA).	
	Grand Total (inclusive of GST and all applicable taxes)	

Note: The Grand Total (all-inclusive) shall be entered by the Bidder in the e-Procurement Portal and shall be treated as the financial offer for QCBS evaluation.

Annexure-3: Letter for the Tender

(To be uploaded on the letterhead of the Tenderer)

To

The Commissioner,

Bangalore Development Authority (BDA)

5th Main Road, Kumara Park West,

T. Chowdaiah Road, Guttahalli,

Bengaluru, Karnataka 560020

Sub: Tender for the design, development, implementation, data migration, training and maintenance of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority.

Ref: Tender No. _____ [Insert Tender Number], dated _____ [Insert Date].

Sir,

1. With reference to your Tender document No. _____, dated _____, I/We, having examined the Tender Documents and understood their contents, hereby submit my/our Tender for the said work, in conformity with the said Tender Documents. The Tender is unconditional and unqualified.

2. We undertake, if our Tender is accepted, to deliver the services and deliverables in accordance with the delivery schedule specified in the RFP.

3. I/We certify that all information provided in this Tender and the accompanying documents is true and correct to the best of my/our knowledge and belief.

4. I/We acknowledge the right of the Purchaser to reject our Tender without assigning any reason, and hereby waive, to the fullest extent permitted by law, our right to challenge the same.

5. I/We declare that we satisfy the eligibility criteria and have not been debarred by any public authority or entity from participating in public procurement.

6. In the event of being declared the successful Tenderer, I/We agree to enter into a contract in accordance with the draft provided in the RFP without requesting changes.

7. I/We shall furnish the required Performance Security / Security Deposit within seven (7) days of receiving the Letter of Intent (LoI), as per the RFP requirements.

8. I/We confirm that, if declared the successful Bidder, we will secure GST registration in the State of Karnataka within one month of receiving the LoI, or before any payment is released.

9. I/We declare that we are fully compliant with all applicable laws and regulatory requirements and have submitted all supporting documents as required.

10. I/We offer an Earnest Money Deposit of ₹ 2,00,000/- (Rupees Two Lakh only), and undertake to keep this offer valid for 90 days from the last date of Tender submission.

11. I/We understand that the Purchaser is not bound to accept the lowest or any Tender it may receive.

12. I/We agree to be bound by this Tender, if successful, under the terms set forth in the Tender document and RFP.

Yours faithfully,

Date: _____ Place: _____

Signature of the Authorised Signatory: _____

Name & Designation of the Signatory: _____

Seal of Tenderer/Agency: _____

Contact Phone and Email: _____

Annexure-4: Financial Capacity of the Tenderer

(To be uploaded on the letterhead of the Tenderer)

To

The Commissioner,

Bangalore Development Authority (BDA)

5th Main Road, Kumara Park West,

T. Chowdaiah Road, Guttahalli,

Bengaluru, Karnataka 560020

Sub: Financial Capacity of the Tenderer.

Ref: Tender No. [Insert Tender Number], dated [Insert Date].

Dear Sir,

We/I provide below the financial details of our Proprietorship / Company / Partnership Firm / LLP with Registration Number _____, registered under _____, and holding GST Number _____.

Turnover Details (in ₹):

Financial Year	**Turnover (in ₹)**
Financial Year 2024–25	
Financial Year 2023–24	
Financial Year 2022–23	
Average Annual Turnover (3 Years)	

Declaration: I/We certify that the above financial details are accurate and have been extracted from our audited financial statements. Supporting documents and certification from our Statutory Auditor are attached herewith to validate the financial capacity as required under the Tender document.

Date: _____ Place: _____

Signature of the Authorised Signatory: _____

Name: _____ Designation: _____

Seal of the Company/Agency: _____

Annexure-5: Technical Capacity / Similar Projects

(Format for Performance Statement – similar software / e-governance / GIS projects)

Client / Order **Description** Value **Status &** Satisfactorily\
Purchaser No. of Project / of Completion functioning?\
(full & Date** System** Order Date** (attach cert.)**
address)** (₹)**

General Instructions:

1. The experience cited in the above table must comply with the qualification criteria specified in the relevant clause of the RFP.

2. Supporting documentary proofs (work orders and/or completion certificates) must be submitted to validate the technical capacity as specified in the RFP.

Declaration: I/We confirm that all the information submitted is true to the best of our knowledge and belief, and all relevant details and supporting documents have been duly provided herein.

Date: _____ Place: _____

Signature of the Authorised Signatory: _____

Name: _____ Designation: _____ Mobile: _____

Annexure-6: Statement of Legal Capacity

(To be provided on the letterhead of the Tenderer)

To

The Commissioner,

Bangalore Development Authority (BDA)

5th Main Road, Kumara Park West,

T. Chowdaiah Road, Guttahalli,

Bengaluru, Karnataka 560020

Sub: Tender for the design, development, implementation, data migration, training and maintenance of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority.

Ref: Tender No. [Insert Tender Number], dated [Insert Date].

Sir,

We hereby confirm that we satisfy the terms and conditions laid out in the Tender Document. We have agreed that _____ [Insert Individual's Name] will act as our representative and has been duly authorised to submit the Tender Document on our behalf. Further, the authorised signatory is vested with the requisite powers to furnish such a letter and authenticate the same.

Thanking you,

Yours faithfully,

Signature: _____

Name: _____ Designation: _____

For and on behalf of [Insert Name of Company/Agency]: _____

Annexure-7: Power of Attorney for Signing of Tender (if applicable)

(To be submitted on ₹200 Non-Judicial Stamp Paper)

Know all men by these presents, We, _____ (name of the firm), do hereby irrevocably constitute, nominate, appoint and authorise Mr./Ms. _____ (Name), son/daughter/wife of _____, presently residing at _____, who is presently employed with us and holding the position of _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf all such acts, deeds and things as are necessary or required in connection with or incidental to the submission of our Tender for the said work proposed by the Bangalore Development Authority (the "Purchaser"), including but not limited to signing and submission of all applications, tenders and other documents and writings, participating in pre-bid and other conferences, providing information/responses to the Purchaser, representing us in all matters before the Purchaser, and signing and execution of all contracts and undertakings consequent to acceptance of our Tender.

AND we hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney, and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL, HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 2026.

For _____ (Signature)

(Name, address)

Witnesses: 1. _____ 2. _____

Accepted – [Notarised] (Signature)

(Name, Title and Address of the Attorney)

Annexure-8: Earnest Money Deposit – Bank Guarantee Format (if applicable)

1. In consideration of you, the Bangalore Development Authority (BDA), 5th Main Road, Kumara Park West, T. Chowdaiah Road, Guttahalli, Bengaluru, Karnataka 560020 (hereinafter referred to as the "Purchaser", which expression shall, unless repugnant to the subject or context, include its successors and assigns), having agreed to receive the Tender of _____ (registered under _____ and having its registered office at _____) (hereinafter referred to as the "Tenderer") pursuant to Tender Document No. _____ dated _____ issued in respect of the services and other related documents (collectively, the "Tender Documents"), we, _____ (Name of the Bank), having our registered office at _____ and one of our branches at _____ (the "Bank"), at the request of the Tenderer, do hereby, in terms of the said Tender Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Tender Documents by the said Tenderer, and unconditionally and irrevocably undertake to pay forthwith to the Purchaser an amount of ₹ 2,00,000/- (Rupees Two Lakh only) as our primary obligation, without any demur, reservation, recourse, contest or protest and without reference to the Tenderer, if the Tenderer fails to fulfil or comply with all or any of the terms and conditions contained in the said Tender Documents.

2. Any such written demand made by the Purchaser stating that the Tenderer is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Tender Documents shall be final, conclusive and binding on the Bank.

3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest, and without reference to the Tenderer or any other person, and irrespective of whether the claim of the Purchaser is disputed by the Tenderer or not, merely on the first demand from the Purchaser. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee.

Signed and sealed for and on behalf of the Bank

Name: _____ Designation: _____ Date: _____

Annexure-9: EMD Declaration

(To be submitted on the letterhead of the Tenderer)

To

The Commissioner,

Bangalore Development Authority (BDA)

5th Main Road, Kumara Park West,

T. Chowdaiah Road, Guttahalli,

Bengaluru, Karnataka 560020

Sub: Tender for the design, development, implementation, data migration, training and maintenance of the Layout Master & Site Management System (LMS) for the Bangalore Development Authority.

Ref: Tender No. _____ dated _____ of BDA.

Sir,

I hereby submit a declaration that the Tender submitted by the undersigned, on behalf of the Tenderer _____ (Name of the Tenderer), shall not be withdrawn or modified during the period of validity or the extended period of validity.

I, on behalf of the Tenderer _____ (Name of the Tenderer), also accept that, in case the Tender is withdrawn or modified during the period of its validity / extended validity period, or if we fail to sign the contract in case the contract is awarded to us, or we fail to submit the Performance Security / Security Deposit before the deadline fixed in the RFP, then _____ (Name of the Tenderer) shall be debarred from participation in the selection process of this Procurement Entity / Purchaser for a period of one year from the date of default.

Place: _____ Date: _____

Signature of the Authorised Signatory: _____

Name, Designation & Official email & mobile: _____

Annexure-10: Instructions on E-Tendering

1. The tendering process for this Tender Document will be completed online through the Karnataka Public Procurement Portal (KPPP).

2. The Tender document can be downloaded free of cost from the Karnataka Public Procurement Portal.

3. The Tenderer must register with his/her Digital Signature Certificate (DSC) on the Karnataka Public Procurement Portal, after which he/she will be allowed to carry out tender-submission activities. Registering the DSC is a one-time activity.

4. For successful registration of the DSC, the Tenderer must possess a Class-3 DSC issued by any Certifying Authority approved by the Controller of Certifying Authorities, Government of India.

5. The Tenderer shall use its own Digital Signature while uploading the Tender. Failure to comply, or use of the Digital Signature of another firm, shall render the Tender liable for rejection.

6. Tenders must be submitted to the Purchaser through the Karnataka Public Procurement Portal by the last date and time for submission.

7. A two-cover system shall be followed: the Technical Tender will be opened first, and the Financial Tender will be opened only if the Technical Tender is found qualified in accordance with the terms of this Tender Document.

8. The Tenderer must upload all required documents electronically in the prescribed format on the Karnataka Public Procurement Portal, except the Financial Tender, which shall be entered in the prescribed manner directly on the Portal.

9. It is suggested that files to be uploaded be made in greyscale using the minimum readable resolution, so that file sizes are minimised for fast uploading. The size of a single label file should not exceed 70 MB.

10. Along with the Tender, the stipulated tender processing fee and EMD / EMD Declaration must be submitted as mentioned on the Karnataka Public Procurement Portal.

11. Any queries relating to the process of online tender submission may be obtained from the KPPP Helpdesk.

12. The server time displayed on the Tenderer dashboard shall be considered the standard time for referencing deadlines for submission and opening of Tenders.

13. Upon successful and timely submission (i.e., after clicking “Freeze Tender Submission”), the Portal will display a successful submission message and a Tender summary with the Tender number and date & time of submission.

14. The Tender summary shall be printed and kept as acknowledgement of submission; it may be used as an entry pass for the Technical Tender opening.

15. All documents submitted by the Tenderer are encrypted using PKI techniques to ensure secrecy; uploaded documents become readable only after the Tender opening by the authorised Tender openers.

16. At any time after uploading and prior to the deadline, the Authority may, whether on its own initiative or in response to a clarification, make modifications or amendments to the Tender Documents through an Addendum / Corrigendum / Clarification published on the Portal, which shall form part of the original Tender Document.

17. The Tenderer must acquaint and train itself with the rules, regulations and procedures of the Karnataka Public Procurement Portal. In case of conflict between the provisions of the Portal and the Tender Document, the provisions of the Portal shall prevail.

18. The Tenderer shall be responsible for monitoring the Karnataka Public Procurement Portal until the last date of submission for any clarification/amendment, which shall form part of the tender document.

Annexure-11: Proposed Team & Curriculum Vitae (CV) Format

The Bidder shall list the proposed key personnel for the assignment and enclose a CV for each in the format below, with self-attested supporting documents.

A. Proposed Team Summary

Sl.	Key Role	No.	Total Exp. (yrs)	Name / Key Qualifications
1	**Project Manager**			
2	**Solution Architect**			
3	**GIS / Spatial Specialist**			
4	**Business Analyst**			
5	**Senior Developer(s)**			
6	**Database Administrator**			
7	**Trainer**			

B. Curriculum Vitae (one per key person)

Name	
Proposed role on this assignment	
Highest qualification	
Total years of experience	
Years of relevant experience	
Key skills / technologies	
Relevant certifications	
Languages	

Relevant Project Experience

Project Client / Role & **Technologies /
Organisation** Period** Scope**

I certify that the above correctly describes my qualifications and experience, and I confirm my availability for this assignment if the Bidder is selected.

Signature of the person Name: Date:	For the Bidder (authorised signatory) Name & seal: Date:

General Conditions of the Contract

1. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms shall have the meanings assigned to them:

(a) **"Client" / "Purchaser" / "BDA"** means the Bangalore Development Authority.

(b) **"Service Provider" / "Firm" / "Agency"** means the successful Bidder to whom the contract is awarded.

(c) **"Contract"** means the Agreement entered into between the Client and the Service Provider, together with the RFP, its annexures, the Letter of Intent, the Work Order and all documents referred to therein.

(d) **"Contract Price"** means the price accepted and payable to the Service Provider for the full Scope of Work, inclusive of GST and all applicable taxes.

(e) **"Services"** means the design, development, implementation, data migration, integration, testing, deployment, documentation, training, warranty and maintenance of the Layout Master & Site Management System (LMS) described in the Scope of Work and the Statement of Work.

(f) **"SLA"** means the Service Level Agreement set out in the Special Conditions of the Contract.

(g) **"Applicable Law"** means the laws and any other instruments having the force of law in India, as may be in force from time to time.

1.2 Interpretation

The headings in this Contract are for convenience only and shall not affect its interpretation. Words importing the singular include the plural and vice versa. References to a party include its permitted successors and assigns.

1.3 Law Governing the Contract

This Contract, its meaning, interpretation and the relationship between the parties shall be governed by the laws of India, and in particular the Karnataka Transparency in Public Procurement (KTPP) Act, 1999 and the Rules thereunder. The courts at Bengaluru shall have exclusive jurisdiction.

1.4 Language

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract; public-facing content shall additionally be provided in Kannada as required.

1.5 Notices

Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing, and shall be deemed to have been given or made when delivered by hand, post or e-mail to the authorised representative of the party to whom it is addressed. A

notice served by e-mail after business hours shall be deemed served at 10.00 am on the next business day.

1.6 Location

The Services shall be performed at the respective Bangalore Development Authority offices and/or such other locations as designated by BDA, and remotely where expressly permitted by BDA.

1.7 Authorised Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Service Provider may be taken or executed by the officials duly authorised in that behalf.

1.8 Insurance

The Service Provider shall, at its own cost, take out and maintain for the contract period valid and enforceable insurance policies as appropriate, including public liability, professional indemnity / errors and omissions, and workers' compensation as required by law.

1.9 Taxes and Duties

The Service Provider shall pay such taxes, duties, fees and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

1.10 Payment for Services

Payment shall be made in accordance with the Payment Terms and Schedule and the Special Conditions of the Contract, within thirty (30) working days of receipt of a complete and correct invoice, along with supporting documents evidencing satisfactory compliance and acceptance of the corresponding deliverables and Service Levels, subject to penalties. Penalties shall be imposed on the Service Provider as per the SLA criteria.

2. Commencement, Completion, Modification and Termination of Contract

2.1 Effectiveness of Contract

This Contract shall come into effect on the date of signing of the Agreement by both parties, or on the date of issue of the Work Order, whichever is earlier.

2.2 Commencement of Services

The Service Provider shall commence the Services from the date of the Work Order (T0) and shall carry out the Services in accordance with the agreed project plan and timelines. Production Go-Live of all Phase-1 modules and Final Acceptance shall be achieved within thirty (30) calendar days from T0. Time shall be of the essence in respect of this schedule.

2.3 Expiration of Contract

Unless terminated earlier in accordance with this Contract, this Contract shall expire upon completion of the implementation, the sixty (60) days' warranty / hypercare period and the one (1) year AMC period, and discharge of all obligations by both parties.

2.4 Modification

Any modification of the terms of this Contract, including any modification of the Scope of Work or the Contract Price, may only be made by written agreement between the parties, and shall be subject to Applicable Law.

2.5 Force Majeure

The provisions relating to Force Majeure set out in the main body of this RFP shall apply to this Contract. Neither party shall be liable for failure to perform its obligations to the extent such failure is caused by a Force Majeure event, provided timely notice is given.

2.6 Suspension

BDA may, by written notice, suspend all or part of the Services if the Service Provider fails to perform any of its obligations under this Contract, giving the Service Provider a reasonable opportunity to remedy the default.

2.7 Performance Guarantee / Security Deposit

The Service Provider shall furnish and maintain the Security Deposit equivalent to 5% of the Contract Price as provided in this RFP. BDA shall be entitled to invoke the Security Deposit / Performance Security and/or levy liquidated damages in the event of breach or non-performance.

2.8 Termination

2.8.1 By BDA: BDA may terminate this Contract, by not less than thirty (30) days' written notice, if the Service Provider fails to remedy a material breach within the cure period; becomes insolvent or bankrupt; engages in corrupt, fraudulent, collusive or coercive practices; or fails to perform the Services in accordance with this Contract and the SLA.

2.8.2 By the Service Provider: The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice, if BDA fails to pay any undisputed sum due within the stipulated period, or commits a material breach not remedied within the cure period.

2.9 Payment upon Termination

Upon termination, BDA shall pay the Service Provider for the deliverables satisfactorily completed and accepted up to the date of termination, subject to adjustment for any amounts recoverable, liquidated damages, and forfeiture of Security Deposit where applicable.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services with due diligence, efficiency and economy, in accordance with generally accepted professional and technical standards and practices, secure web-application development best practices, applicable Government e-governance and information-security standards, and the terms of this Contract, and shall act at all times so as to protect the legitimate interests of BDA.

3.2 Conflict of Interest

The Service Provider shall not have any conflict of interest, shall not benefit from any commission, discount or similar payment in connection with the Services other than the Contract Price, and shall not engage in any activity that conflicts with the interests of BDA.

3.3 Confidentiality

The Service Provider and its personnel shall not, during the term of this Contract and for a period thereafter, disclose any proprietary or confidential information relating to BDA, the Services, the data or the deliverables, without the prior written consent of BDA. All BDA data shall be treated as strictly confidential.

3.4 Reporting Obligations

The Service Provider shall submit periodic progress reports and such other reports as BDA may reasonably require, in the form and at the intervals agreed with BDA.

3.5 Documents and Deliverables to be the Property of the Client

All data, databases, configurations, documents, source code developed specifically for BDA, and other materials prepared by the Service Provider for BDA under this Contract shall be and remain the property of BDA, and shall be delivered to BDA on completion or termination of the Contract. The Service Provider shall not use such materials for purposes unrelated to this Contract without BDA's prior written approval.

3.6 Equipment and Materials Furnished by the Client

Any equipment, data or materials furnished to the Service Provider by BDA shall remain the property of BDA and shall be used only for the purposes of this Contract, and returned to BDA on completion or termination.

4. Obligations of the Client

4.1 Assistance

BDA shall provide the Service Provider with reasonable assistance, access to relevant records, approved layout data and officials, and timely decisions and approvals necessary for the performance of the Services.

4.2 Facilities and Data

BDA shall provide access to relevant existing records/registers, sample data, the nodal officer and SMEs, and the designated hosting environment as required for the Services, subject to its security and access policies.

4.3 Payment

BDA shall make payments to the Service Provider in accordance with the Payment Terms and Schedule and the Special Conditions of the Contract.

5. Settlement of Disputes

5.1 Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation, through mutual discussion.

5.2 Dispute Settlement / Arbitration

Any dispute not settled amicably within thirty (30) days shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended. The seat and venue of arbitration shall be Bengaluru, and the proceedings shall be conducted in English. Subject to arbitration, the courts at Bengaluru shall have exclusive jurisdiction.

5.3 Limitation of Liability

Save for cases of gross negligence, wilful misconduct, breach of confidentiality or infringement of third-party intellectual property rights, the aggregate liability of the Service Provider under this Contract shall not exceed the total Contract Price. Neither party shall be liable for indirect, incidental or consequential losses.

6. Intellectual Property Rights

All intellectual property in the data, databases, application configurations, deliverables and BDA-specific components developed for BDA under this Contract shall vest exclusively in BDA. Where the Service Provider incorporates its pre-existing or third-party components or tools, it shall grant BDA a perpetual, non-exclusive, royalty-free licence to use, operate and maintain the delivered solution for BDA's purposes. The Service Provider warrants that the deliverables do not infringe any third-party intellectual property rights and shall indemnify BDA against any such claims.

7. Data Protection and Information Security

The Service Provider shall implement appropriate technical and organisational measures to protect BDA's data, including financial data and personally identifiable information (PII), against unauthorised access, disclosure, alteration or loss, in line with prevailing Government information-security norms and applicable data-protection laws. The Service Provider shall not host, store or transfer BDA data outside the locations approved by BDA, and shall, on completion or termination, migrate and hand over all data to BDA (and the designated infrastructure such as the State Data Centre) and securely delete any residual copies as directed by BDA.

8. Exit Management

On expiry or termination of the Contract, the Service Provider shall ensure a smooth transition to BDA or its nominated agency, including handover of the deployed solution, source code (where developed for BDA), configurations, credentials, complete data, documentation and knowledge transfer, so that the operation and maintenance of the system can continue without disruption.

Special Conditions of the Contract

The Special Conditions of the Contract shall supplement the General Conditions of the Contract. In the event of any conflict between the two, the Special Conditions shall prevail. The performance of the Service Provider shall be evaluated as per the SLA criteria defined below.

1. Payment Schedule

Payments shall be released on the milestone basis set out in the "Payment Terms and Schedule" section of this RFP, on acceptance of the corresponding deliverables by BDA, and subject to statutory deductions and SLA penalties, if any.

2. Liquidated Damages for Delay

If the Service Provider fails to complete the implementation milestones within the agreed timelines for reasons attributable to it, BDA may levy liquidated damages at the rate of 0.5% of the Contract Price per completed week of delay, subject to a maximum of 10% of the Contract Price. Delays beyond this threshold may, at BDA's discretion, be treated as a material breach.

3. Service Level Agreement (SLA)

During the warranty / hypercare period and the one (1) year AMC period, the Service Provider shall maintain the following minimum service levels for issues reported by BDA (working hours as notified by BDA):

Severity	Description	Response Time	Resolution Time	Penalty for breach
Critical	Application/portal down, or a core function (rent billing, online payment, lease management or dashboards) unusable.	2 working hours	8 working hours	0.5% of the quarterly support value for each additional working day of delay.
High	A major function is significantly impaired; a workaround exists.	4 working hours	2 working days	0.25% of the quarterly support value for each additional working day of delay.
Medium	A minor function is affected; limited impact on users.	1 working day	5 working days	As mutually agreed, based on impact.
Low	Cosmetic issues or minor enhancement requests.	2 working days	As mutually agreed	—

Cumulative SLA penalties shall be recovered from payments due and/or the Security Deposit. Persistent or repeated failure to meet the service levels shall constitute a material breach entitling BDA to invoke the Security Deposit and/or terminate the Contract.

Sd/-
Commissioner,
Bangalore Development Authority